

WHAT IS CLAIMED IS:

1. A method for prioritized access to a messaging system, comprising:

receiving at an access controller for a messaging system a request for connection by a user to the messaging system;

determining at the access controller whether the messaging system is available; and

queuing the request at the access controller if the messaging system is not available.

2. The method of Claim 1, further comprising immediately connecting the user with the messaging system if the messaging system is initially available.

3. The method of Claim 1, further comprising:
determining a class of service (CoS) for the connection; and
queuing the request based on the CoS.

4. The method of Claim 3, wherein the CoS includes a status associated with the user.

5. The method of Claim 4, wherein the status associated with the user is established according to an identification number of the user.

6. The method of Claim 5, further comprising:
determining a telephone number of the user; and
wherein the identification number corresponds to the telephone number of the user.

7. The method of Claim 3, wherein the CoS includes a status associated with a called party.

5 8. The method of Claim 7, wherein the status associated with the called party is established according to a telephone number of the called party.

10 9. The method of Claim 3, wherein the CoS includes a status associated with the type of the request for connection.

15 10. The method of Claim 9, wherein the type of the request for connection is selected from the group consisting of an internal network request to review a message, an internal network request to leave a message, an external network request to review a message and an external network request to leave a message.

20 11. The method of Claim 1, further comprising queuing the request based on a time at which the request for connection is received.

25 12. The method of Claim 1, wherein the messaging system comprises a voicemail system.

30 13. The method of Claim 1, further comprising connecting the user to the messaging system when the messaging system becomes available and the request is at a primary position in a queue of the access controller.

14. An access controller for a messaging system,
comprising:

means for receiving at an access controller for a
messaging system a request for connection by a user to
5 the messaging system;

means for determining at the access controller
whether the messaging system is available; and

means for queuing the request at the access
controller if the messaging system is not available.

15. The access controller of Claim 14, further
comprising means for immediately connecting the user with
the messaging system if the messaging system is initially
available.

16. The access controller of Claim 14, further
comprising:

means for determining a class of service (CoS) for
the connection; and

means for queuing the request based on the CoS.

17. The access controller of Claim 16, wherein the
CoS includes a status associated with the user.

18. The access controller of Claim 17, wherein the
status associated with the user is established according
to an identification number of the user.

19. The access controller of Claim 18, further comprising:

means for determining a telephone number of the user; and

5 means for wherein the identification number corresponds to the telephone number of the user.

20. The access controller of Claim 16, wherein the CoS includes a status associated with a called party.

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21. The access controller of Claim 20, wherein the status associated with the called party is established according to a telephone number of the called party.

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22. The access controller of Claim 16, wherein the CoS includes a status associated with the type of the request for connection.

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23. The access controller of Claim 22, wherein the type of the request for connection is selected from the group consisting of an internal network request to review a message, an internal network request to leave a message, an external network request to review a message and an external network request to leave a message.

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24. The access controller of Claim 14, further comprising means for queuing the request based on a time at which the request for connection is received.

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25. The access controller of Claim 14, wherein the messaging system comprises a voicemail system.

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26. The access controller of Claim 14, further comprising means for connecting the user to the messaging system when the messaging system becomes available and the request is at a primary position in a queue of the access controller.

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27. A system for prioritized access to a messaging system, comprising:

the logic encoded in media; and

5 the logic operable to receive a request for connection by a user to a messaging system, to determine whether the messaging system is available and to queue the request if the messaging system is not available.

10 28. The system of Claim 27, the logic further operable to immediately connect the user with the messaging system if the messaging system is initially available.

15 29. The system of Claim 27, the logic further operable to determine a class of service (CoS) for the connection and to queue the request based on the CoS.

20 30. The system of Claim 29, wherein the CoS includes a status associated with the user.

31. The system of Claim 30, wherein the status associated with the user is established according to an identification number of the user.

25 32. The system of Claim 31, the logic further operable to determine a telephone number of the user, wherein the identification number corresponds to the telephone number of the user.

30 33. The system of Claim 29, wherein the CoS includes a status associated with a called party.

34. The system of Claim 33, wherein the status associated with the called party is established according to a telephone number of the called party.

5 35. The system of Claim 29, wherein the CoS includes a status associated with the type of the request for connection.

10 36. The system of Claim 35, wherein the type of the request for connection is selected from the group consisting of an internal network request to review a message, an internal network request to leave a message, an external network request to review a message and an external network request to leave a message.

15 37. The system of Claim 27, the logic further operable to queue the request based on a time at which the request for connection is received.

20 38. The system of Claim 27, wherein the messaging system comprises a voicemail system.

25 39. The system of Claim 27, the logic further operable to connect the user to the messaging system when the messaging system becomes available and the request is at a primary position in a queue of the access controller.

40. The method for prioritized access to a messaging system, comprising:

receiving at an access controller remote from a messaging system a request for connection by a user to
5 the messaging system;

determining at the access controller whether ports of the messaging system are available;

queuing the request at the access controller if a port of the messaging system is not available;

10 authenticating the user for access to the messaging system while the request is queued; and

connecting the user to the messaging system when a port of the messaging system becomes available and the request is at a primary position in a queue of the access
15 controller.

41. The method of Claim 40, further comprising queuing the request based on a class of service (CoS) for the connection.

20 42. The method of Claim 40, further comprising transferring a login token generated by authentication from the access controller to the messaging system.